



2019 Claims Specialist

Do you have a desire to:

- help SSA manage its Social Security programs?
- analyze and solve problems?
- help to advise millions of retired and disabled individuals?
- work on a team to make a difference in people's lives and your own?

Create an account with usajobs.gov, the Federal Government's Official Jobs Site, for official notification of the most current and up to date job openings in the Social Security Administration.

Claims Specialists, or Social Insurance Specialists, contribute to the Agency's mission through direct and personal service to the public. This includes communicating with customers about their rights under the Social Security laws, gathering facts and evidence to establish eligibility for benefits, making critical decisions to determine the amount of benefits paid to individuals, and using state-of-the-art computer technology to access and update information about claims.

Claims Specialists (CS) provide assistance to the public in person, by mail and by phone to establish eligibility for Social Security benefits. They conduct interviews and work with claimants to determine their eligibility for payment, file for administrative appeals, process claims and authorize them for payment, provide referral services, and identify and investigate potential program abuse.

U. S. Citizenship Required

Registered for Selective Service.

Background and/or Security Investigation Required.

Selectees must complete an 11-13 week technical training class.

Selectees are required to serve a 2-year trial period.

For GS-7 (Starting salary \$41,365): Requires one year of specialized experience equivalent to the GS-5 level providing customer assistance to individuals filing claims applications; or processing, authorizing, or reconsidering claims; explaining programs to the general public and providing information through the media; or evaluating policies, procedures and guidelines; **OR** a bachelor's degree in a related field with Superior Academic Achievement **OR** one full year of graduate education in a related field (e.g., Business Administration, Public Administration, and Social Work); **OR** a combination of graduate level education and the specialized experience described above.

Superior Academic Achievement (S.A.A.)

To qualify based on **Superior Academic Achievement (S.A.A.)**, you must have:

- A) Graduated in the upper third of your class in your college, university, or major subdivision;
- B) Graduated with a 3.0 or higher cumulative grade point average (GPA) in all course work required for a bachelor's degree or in the final two years (a 2.95 may be rounded to 3.0); Graduated with a 3.5 or higher GPA in the required courses for your major (a 3.45 GPA may be rounded to 3.5). No more than 10% of credits may be based on pass/fail courses; or
- C) Membership in one of the national scholastic honor societies. Freshman honor societies cannot be used to meet this requirement.

For more information on substituting education for experience, visit

<https://www.opm.gov/qualifications/Standards/group-stds/gs-admin.asp>

SELECTIVE PLACEMENT FACTOR:

Meet and Deal Panel Interview: Applicants will be required to participate in a panel interview (after basic eligibility determination) to demonstrate an aptitude for meeting and dealing with the public. Applicants must pass this interview process in order to be found fully qualified for this position and receive further consideration for selection. This interview will cover typical situations, which might be encountered on the job, in person or over the telephone. Candidates must demonstrate qualities such as clarity of speech, ability to listen, ability to establish confidence and put others at ease and the ability to organize and express thoughts clearly. **If you do not pass the Meet and Deal panel interview, you will not qualify for the job.**

PROOF OF EDUCATION: If you are qualifying on the basis of education or satisfying an educational requirement, submit a copy of your transcripts with the course title, number of credits, grade, and date of completion. To qualify, the degree must be from an accredited college or university recognized by the U.S. Department of Education. Education completed in a foreign institution must be certified as equivalent to coursework completed at a U.S. college or university. Certification of equivalency must be submitted at the time of application.

Social Security offers a comprehensive [benefits program](#) that you can customize for your individual medical and financial needs. In addition to traditional "dollars and cents" benefits, we offer a range of benefits to help you [balance life with Social Security to life outside of work](#). Please visit our Careers site at www.ssa.gov/careers for additional information.

Selective Service: If you are a male applicant born after December 31, 1959, you must certify that you are registered with the Selective Service System, or are exempt from having to do so under the Selective Service Law. See www.sss.gov.